



## All Customers with a New York 518 Area Code Must Dial Area Code + Telephone Number



### Get ready to change how you dial calls within the 518 area code.

We need to expand the supply of telephone numbers for the 518 area code. So, we're adding a new 838 area code to the 518 area. We call this an area code overlay.

**The good news.** An overlay doesn't require customers to change their existing area code.

### Who's affected?

The 518 area code covers all or part of 17 counties in eastern upstate New York, serving communities in the capital region of Albany and its surrounding areas, such as Plattsburgh and Lake Placid. The new **838 area code** will cover the same geographic area currently served by the existing 518 area code.

## What's the new calling procedure?

To complete calls within the 518 area code region, use the **area code + telephone number**. For calls dialed in the 518 area code with seven digits, you'll now have to dial using 10 digits – **area code + telephone number**. This dialing procedure will apply to telephone numbers assigned to the new 838 area code.

## When does the change begin?

Beginning **August 19, 2017**, you must use 10 digits for your call to be completed. If you don't follow this process, you'll hear a recording instructing you to hang up and try again. We encourage all customers to begin using the new dialing procedure before August 19, 2017.

On **September 19, 2017**, new telephone lines or services may be assigned numbers with the new 838 area code. All calls made within and between area codes 518 and 838 must use both area code and phone number.

## What will you need to do?

Reprogram all phones that are currently set for seven-digit calling such as:

- Contact lists in wireless phones
- PBXs
- Fax machines
- Internet dial-up numbers
- Speed dialers
- Call forwarding settings
- Voice mail services
- Medical alert devices
- Safety alarm security systems and gates
- Ankle monitors or other similar equipment

Be sure to check your website, business stationery, advertising materials, personal and business printed checks, contact information, and your personal or pet ID tags to ensure the area code is included.

### **What remains the same?**

- Your telephone number, including current area code, won't change.
- The price of a call, coverage area, or other rates and services won't change due to the overlay.
- Local calls remain local regardless of the number of digits dialed.
- You'll continue to dial 1+ area code + telephone number for all calls to other area codes (outside of 518 and 838).
- You'll still use three digits to reach 911.
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, you'll still call with three digits.

### **Questions?**

**If you have any questions regarding information provided** in this notice, go to **[verizon.com/Support/Residential/AreaCodes/Index.htm](http://verizon.com/Support/Residential/AreaCodes/Index.htm)** or call Verizon at **1.800.Verizon (1.800.837.4966)**. You can also visit the New York Department of Public Service website at **[dps.ny.gov](http://dps.ny.gov)** for further information.